Chris Prince

Troubleshooting chain of command

1. Try as much as you can to fix it yourself. We are a high school with a staff size of about 15 only.

There is another colleague that is knowledgeable with computers but will usually not contribute unless he gets paid overtime.

1. Call Mr. Prince (me)
   1. Hardware issue?
      1. Hardware issues that are easily repairable I will take care of.
      2. Hardware issues where equipment has burned out or

there is warranty issue go to district or manufacturer.

1. Virus - I call it in to the district because it usually only affects PC’s and the turn-around time is the fastest.
2. As far as purchasing decisions the district limits vendor prices of computers based on warranty requirements. All computers thy buy must have a 5 year extended warranty.
3. Purchases over $500 dollars require vendor lists. Less expensive equipment is bought with P-card depending on the necessity.

My district has a website to request tech support. The issues are broken down into software, hardware, network and other trouble issues.